MULTIMEDIA UNIVERSITY

STUDENT IDENTIFICATION NO

MULTIMEDIA UNIVERSITY FINAL EXAMINATION

TRIMESTER 1, 2022/2023 (TERM ID 2210)

BMG1014 MANAGEMENT

13 February 2023
9:00AM-11:00AM
(2 Hours)

INSTRUCTIONS TO STUDENTS:

a. This Question paper consists of 2 pages with 4 Questions only (including the cover page).

b. Please answer **ALL** questions. All questions carry equal marks and the distribution of the marks for each question is given.

c. Please write all your answers in the Answer Booklet provided

Question 1

a) List and discuss the **FOUR (4)** contingency variables that should be considered while designing an appropriate organizational structure. (10 marks)

b) Departmentalization is the basis by which jobs are grouped together. Explain and illustrate the **FIVE (5)** common forms of departmentalization. (15 Marks)

Question 2

a) Discuss **FIVE (5)** leadership traits that are essential to change manager. Justify your answer. (10 marks)

b) Power is the capacity of a leader to influence work actions or decisions. Because leaders must influence others, we need to look at how leaders acquire power. What are French and Raven's five sources or bases of power? (15 Marks)

Question 3

a) Motivation refers to the process by which a person's efforts are energized, directed, and sustained toward attaining a goal. Explain in detail how Maslow's Hierarchy of Needs Theory motivate people. (15 Marks)

b) Job characteristic model (JCM) is a framework for analyzing and designing jobs that identify five primary core job dimensions, their interrelationships, and their impact on outcomes. What are the **FIVE (5)** primary core job dimensions in JCM? (10 Marks)

Question 4

a) List and explain the steps, processes, and best practices managers typically utilize in the control process. Provide examples. (15 marks)

b) Employee theft is any unauthorized taking of company property by employees for their personal use. Discuss the **FIVE (5)** feedforward control that can be taken to control employee theft. (10 Marks)

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